



## CAP Additional Information Request

Dear (Customer),

CAP is reviewing your request for a **video communication device**. In order to provide you the most reasonable accommodation for your essential job needs, please complete the following form.

What is a video communication device, and which device is recommended?

What is Web Camera? *(Connected to PC – desktop or laptop)*

The fastest and easiest way to “see” your conversation in sign language is a digital camera designed to receive/send video and transmit them over the internet, connected by a USB cable to the PC. Web cameras use internet video conferencing software called Microsoft Netmeeting, available in most Federal PC systems. It is recommended if you use a PC to make video relay calls. For some agencies, limited internet ports may be opened to make outgoing calls.

What is videophone? *(Connected to a 16” TV monitor or a stand-alone videophone with 5” LCD)*

An alternative to the web camera is the videophone. This technology may assist in the resolution of firewall issues as it uses lesser internet ports. A videophone is a video communication device that provides IP video conferencing and connects to any standard television. CAP provides a videophone with 16” TV which will require space in your workstation, or a stand-alone unit with a 5” LCD screen. Your agency will need to provide a separate DSL (digital subscriber line) or Cable TV high speed broadband internet.

**In order to make video communication devices a feasible solution, your agency would need to provide access to a high-speed broadband internet.**

- Do you need to make video calls while traveling via a lap top? \_\_\_ Yes \_\_\_ No
- Will your agency provide access to a high-speed broadband internet (via DSL or Cable TV)?  
\_\_\_\_ Yes \_\_\_\_ No
- Do you require both outgoing and incoming video calls? \_\_\_\_ Yes \_\_\_\_ No
  - If so, a static (permanent) IP address is recommended for incoming video calls.
- Please provide written justification for choosing a web camera or a videophone.
- Be specific for choosing either product.

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*The supervisor/point of contact listed on your CAP request form needs to ensure agency’s capabilities for providing high-speed broadband internet to either a web camera or a video phone.*

Return the completed form to CAP via Fax (703-681-9075) or email [paul.singleton@tma.osd.mil](mailto:paul.singleton@tma.osd.mil).

See Federal Video Relay Services web camera and videophone comparison chart:

	Web Camera	Videophone
<b>H.323 Video Compliant</b>	Yes	Yes
<b>Connection Requirement</b>	Broadband	Broadband
<b>Secured Connection</b>	Low (worse)	High (better)
<b>Equipment Connected by</b>	PC via USB TV	via RCA video/audio jacks
<b>Video software</b>	NetMeeting	D-Link
<b>Hardware</b>	PC (desktop or laptop)	TV (16" stand alone TV monitor) or stand alone unit with 5" LCD
<b>Interface Type</b>	Mouse	Remote control
<b>Access address</b>	www.fedvrs.us	fedvrs.tv (for English)
	(both English/Spanish)	Spanish.fedvrs.tv (for Spanish)
<b>Multi-tasking</b>	Difficult	Easy



**Webcamera**

**Videophone and 16" TV (not pictured)**

**Stand-alone Video Phone**

For additional technical assistance and VRS firewall support:

### **FedVRS Technical Assistance and Firewall Support**

FEDVRS technical support is available for any Federal agency (Civilian or Military) in the U.S.

**Hours:** M-F 9am to 1am Eastern

**Phone:** 1-866-251-8274 Voice/TTY

**Fax:** 605-367-4911

**Online:** <https://www.fedvrs.us/>

Click "Customer Support". Complete online form.

**Video:** <https://www.fedvrs.us/>

Click "Customer Support" and then "Live Customer Service"

**Email:** karl.a.ewan@mail.sprint.com

Also ask for VRS Access and Firewall support form